

**General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA-Advantage!<sup>TM</sup>, a menu-driven database system. The Internet address for GSA-Advantage!<sup>TM</sup> is: <http://www.gsaadvantage.gov>*

**Language Services  
FSC Group 738 II**

**Contract No. GS-10F-0226J**

**Contract Period: 9/2/2009 - 9/1/2014**

*For more information on ordering from Federal Supply Schedules, click here, [For Federal Agency Customers - Ordering From Schedules](#)*



**Lionbridge Global Solutions II, Inc.  
1101 14<sup>th</sup> Street NW, Suite 200  
Washington, DC 20005  
Telephone: (202) 289-4777  
Fax: (202) 289-4677  
<http://www.lionbridge.com>**

**Business Size/Status: Large**

**Prices shown herein are NET (discount deducted)**

**Pricelist current through modification #PS-0030 dated August 24, 2011**



Contract Holder



## TABLE OF CONTENTS

GENERAL CONTRACT INFORMATION .....	1
SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS .....	4
SIN 382-1 - TRANSLATION SERVICES .....	4
SIN 382-2 - INTERPRETATION SERVICES.....	5
SIN 382-3 - TRAINING AND EDUCATIONAL MATERIAL .....	6
SIN 382-5 - SERVICES FOR THE VISUAL AND HEARING IMPAIRED .....	6
GSA LABOR CATEGORY DESCRIPTIONS.....	7
INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES.....	8
REQUIREMENTS EXCEEDING THE MAXIMUM ORDER THRESHOLD (I-FSS-125).....	9
BLANKET PURCHASE AGREEMENT (8.405-3) .....	10
SERVICE RATES AND AWARDED LANGUAGES.....	11
SIN 382-1 / 382-1RC - TRANSLATION SERVICES - RATES AND AWARDED LANGUAGES.....	11
SIN 382-2 / 382-2RC - INTERPRETATION SERVICES - RATES AND AWARDED LANGUAGES .....	13
SIN 382-2 / 382-2RC - INTERPRETATION SERVICES - QUALITY ASSURANCE PROGRAM.....	15
SIN 382-3 / 382-3RC - TRAINING AND EDUCATIONAL MATERIALS - RATES.....	16
SIN 382-5 / 382-5RC- SERVICES FOR THE VISUAL AND HEARING IMPAIRED .....	16

### Language Services for the U.S. Federal Government

The U.S. Government looks to its language partners to help meet unique language needs, including:

- Timely analysis of foreign language information, both written and spoken, with an emphasis on law enforcement and the Global War on Terror
- Effective outreach to constituents and equal access to government services, no matter what language the constituents speak
- International diplomacy and commerce

Building our language expertise since 1986 (as Berlitz, then Bowne Global), Lionbridge is now an industry-leading dedicated language service provider, with twenty-five years of experience serving the U.S. Federal Government. We stand ready to support government clients with in-depth expertise, uncompromising quality, and industry best practices.

Lionbridge's government customers have access to:

- Thousands of U.S.-based linguists in over 300 languages, many with security clearances
- Advanced and in-depth testing for all linguists, regardless of language, based on the [ILR scale](#)
- A worldwide linguist pool, leveraging Lionbridge's global footprint and offices in 26 countries
- Government-specific project management expertise
- A robust technology infrastructure to support client reporting, process efficiency, and quality language service output
- An established network of system integrators and small business partners

We offer:

- Linguist placement, inside or outside the continental U.S.
- Website and document translation and localization
- In-person and telephone interpretation
- Wiretap monitors
- Language technology
- Foreign media analysis
- Website search relevancy
- eLearning (all languages)
- Technical writing (all languages)

## GENERAL CONTRACT INFORMATION

### 1a. Table of Awarded Special Item Numbers (SINs):

Please refer to information beginning on page #4 for detailed descriptions

- **382-1 Translation Services**
- **382-2 Interpretation Services**
- **382-3 Training and Educational Materials**
- **382-5 Services for the Visual and Hearing Impaired**



#### **382-1RC,-2RC,-3RC,-5RC - Disaster Recovery Purchasing Program**

Section 833 of the National Defense Authorization Act allows state and local governments to purchase products and services to facilitate recovery from a major disaster. This includes advance and pre-positioning in preparation for a disaster.

### 1b. Lowest Priced Model Number and Lowest Price:

Please refer to rates on beginning on page #11

### 1c. Labor Category Descriptions

Please refer to page #7

### 2. Maximum Order:

\$1,000,000. However, agencies may place, and AGM may honor, orders exceeding this limit in accordance with FAR 8-404. Ordering agencies are encouraged to seek price reductions for orders in excess of \$1,000,000.

### 3. Minimum Order:

See Pricelist

### 4. Geographic Coverage:

Domestic & Overseas

### 5. Point (s) of Production:

Not Applicable

### 6. Discount from List Price:

All Prices Herein are Net

### 7. Quantity Discounts:

Not Applicable

### 8. Prompt Payment Terms:

Net 30 days

### 9a. Government Purchase Card is accepted at or below the micro – purchase threshold.

### 9b. Government Purchase Card is accepted above the micro – purchase threshold.

### 10. Foreign Items:

None

### 11a. Time of Delivery:

To Be Negotiated with Ordering Agency

### 11b. Expedited Delivery:

To Be Negotiated with Ordering Agency

### 11c. Overnight and 2-Day Delivery:

To Be Negotiated with Ordering Agency

### 11d. Urgent Requirement:

To Be Negotiated with Ordering Agency

### 12. F.O.B. Point(s):

Destination

## GENERAL CONTRACT INFORMATION (continued)

- 13a. Ordering Address: Lionbridge Global Solutions II, Inc.  
Attn: Susan Gryder / GSA Orders  
1101 14<sup>th</sup> Street NW, Suite 200  
Washington, DC 20005
- 13b. For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment Address: Lionbridge Global Solutions II, Inc.  
Attn: Susan Gryder / GSA Orders  
1101 14th Street NW, Suite 200  
Washington, DC 20005
15. Warranty Provision: Contractor's standard commercial warranty applies
16. Export Packing Charges: Not Applicable
17. Terms & Conditions of Government Purchase Card Acceptance: Contact Contract Administrator
18. Terms and conditions of rental, maintenance, and repair: Not Applicable
19. Terms and conditions of installation (if applicable): Not Applicable
20. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices: Not Applicable
- 20a. Terms and conditions for any other services (if applicable): Not Applicable
21. List of service and distribution points (if applicable): Not Applicable
22. List of participating dealers (if applicable): Not Applicable
23. Preventative maintenance (if applicable): Not Applicable
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants.): Participates in Recycling
- 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/) Contact Contract Administrator for more information.
25. Data Universal Number System (DUNS) Number: 134265938
26. Lionbridge Global Solutions II, *is* registered in the Central Contractor Registration (CCR) database.

## **Contract Overview**

GSA awarded Lionbridge Global Solutions II a GSA Federal Supply Schedule contract for Language Services (LANG), Contract No. GS-10F-0226J. The contract was awarded on 9/2/1999. The current contract period is: 9/2/2009 - 9/1/2014 (Option Period 2). GSA may exercise one additional 5 year option period. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

## **Contract Administrator**

Susan Gryder  
Senior Manager  
1101 14<sup>th</sup> Street NW, Suite 200  
Washington, DC 20005  
Email: [Susan.Gryder@lionbridge.com](mailto:Susan.Gryder@lionbridge.com)  
Phone: (202) 289-4777 ext 3977  
Fax: (202) 289-4677

## **Marketing and Technical Point of Contact**

Susan Gryder  
Senior Manager  
1101 14<sup>th</sup> Street NW, Suite 200  
Washington, DC 20005  
Email: [Susan.Gryder@lionbridge.com](mailto:Susan.Gryder@lionbridge.com)  
Web form: <http://en-us.lionbridge.com/company/contact/request-for-information.htm>  
Phone: (202) 289-4777 ext 3977  
Fax: (202) 289-4677

## **Contract Use**

This contract is available for use by all federal government agencies, as a source for Language Services, for worldwide use. Executive agencies, other Federal agencies, mixed –ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

## **Contract Scope**

The contractor shall provide all resources including personnel, management, supplies, services, materials, equipment, facilities and transportation necessary to provide a wide range of professional services as specified in each task order.

Services specified in a task order may be performed at the contractor's facilities or the ordering agencies' facilities. The government will determine the contractor's compensation by any of several different methods (to be specified at the task order level) e.g., a firm-fixed price for services with or without incentives, labor hours or time-and-material.

The Special Item Numbers (SINs) available under this contract provide services across the full life cycle of a project. When task orders are placed, they must identify the SIN or SINs under which the task is being executed. Lionbridge Global Solutions II has been awarded a contract by GSA to provide services under the following SINs:

- 382-1 / 382-1RC Translation Services
- 382-2 / 382-2RC Interpretation Services
- 382-3 / 382-3RC Training and Educational Material
- 382-5 / 382-5RC Services for the Visual and Hearing Impaired

**A full description of each SIN and examples of the types of work covered by the SIN are provided below.**

## SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS

### **SIN 382-1 - TRANSLATION SERVICES**

#### ***SIN Description***

Services include the translation of written, electronic and multi-media material from source text into target text. Languages include English and native Foreign languages. Fields of expertise include but are not limited to: business, legal, medical and technical documents; Software; Localization for Internet and Intranet websites; Subtitling; and Transcripts. Translation services include client consultation; project management; formatting; proofreading; text adaptation; editing; graphic design and desktop publishing.

#### ***Lionbridge Global Solutions II Description of Translation Services***

##### **Translation Services**

Translation Services include the translation of written, electronic and multi-media materials to and from English and native Foreign languages. Materials may include but are not limited to: Business, Legal, Technical, Documents, Software, Website localization for Internet and Intranet, Video subtitling, and captioning.

##### **Desktop Publishing and Graphic Services**

Desktop Publishing and Graphic Services include the layout, graphic design, and desktop publishing of written, electronic and multi-media materials.

##### **Transcription Services**

Transcription Services include the transcription of written, electronic and multi-media materials into a new form using the same language, translation formatting, and text adaptation. Materials may include but are not limited to: Business, Legal, Technical, Documents, Software, Website localization for Internet and Intranet, Video subtitling, and captioning.

*Lionbridge Global Solutions II provides translation services including desktop publishing, graphic services, and transcription services for various languages. Please refer to our SIN 382-1 Translation Services [rate table](#) for prices and awarded languages. Services include both into and out of English.*

## SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS (continued)

### **SIN 382-2 - INTERPRETATION SERVICES**

#### ***SIN Description***

Services include the interpretation of oral communication from source languages into target languages. Languages include English and native Foreign Languages. Fields of expertise but are not limited to: Simultaneous, Consecutive, Escort, Community, Telephonic, and Voiceovers. Forums may include but are not limited to meetings, conferences, seminars, health care, litigation, briefings, training, military operations, law enforcement operations, and other agency mission support. Interpretation Services include client consultation, project management, and scheduling of linguist support. Note: Interpretation services for linguists with security clearances and that fall within the scope of SIN 382-4 (Comprehensive Linguistic Analytical Support Services (Class)) are excluded.

#### ***Lionbridge Global Solutions II Description of Interpretation Services***

##### **Court Interpretation: Civil or Criminal Proceedings (Consecutive or Simultaneous)**

On-site interpretation for any court proceeding.

##### **Administrative Hearings/Depositions (Consecutive)**

On-site interpretation for administrative processes including hearings and depositions.

##### **Scheduled Telephonic**

Over-the-phone interpretation that is scheduled in advance of the assignment.

##### **Unscheduled Telephonic**

On-demand interpretation delivered over-the-phone.

#### ***The Lionbridge Global Solutions II, Inc. Commitment to GSA***

The Lionbridge Global Solutions II Interpretation Services department of Lionbridge Global Solutions II is committed to providing GSA the best service in the industry. We are designed with the core competency of providing services for every type of consecutive or simultaneous interpretation in any language and any subject discipline. A worldwide network of more than 10,000 professional interpreter resources working in over 300 awarded languages is in place. The goal of Lionbridge Global Solutions II is to provide a full range of interpretation services by the best-qualified interpreters, in response to all assignments. We believe that we are best suited to comply with government agency needs due to our substantial project management experience and expertise in:

- Providing the right interpreter(s) for any type of assignment to fit your agency's requirements
- Handling a high volume of business while maintaining the highest quality of service on each order.
- Recruiting, qualifying and training new interpreters to meet the needs of all customers

The Lionbridge Global Solutions II Interpretation Services team is staffed, organized, equipped, fully operational, and ready to provide uninterrupted service to your agency.

*Lionbridge provides Interpretation Services for over 300 awarded languages.  
See our SIN 382-2 Interpretation rates and awarded languages beginning on page [#13](#).*

## SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS (CONTINUED)

### **SIN 382-3 - TRAINING AND EDUCATIONAL MATERIAL**

#### ***SIN Description***

Services include customized or commercial off-the-shelf Foreign Language and Foreign Cultural training. Training forums include classroom, private, semi-private, tutorial, and in-country immersion at on-site, off-site and global locations in various proficiency levels. Interpreter and Student testing is included. Educational materials in publication, software, audio and video formats may also be provided.

#### ***Lionbridge Global Solutions II Description of Services***

##### **Consecutive and Simultaneous Interpretation Training Course Description:**

Interpreters learn how to interpret simultaneously between English and their target language, work with equipment, and develop specific skills needed to interpret in the simultaneous mode in various settings including live broadcasts, presentations, conferences, and business meetings. Consecutive Interpretation focuses on the various aspects of interpretation including memory exercises, terminology, note-taking techniques, sight translation exercises, and public speaking to help interpreters develop and refine the skills needed to interpret in legal, medical and/or business settings.

##### **Consecutive Interpretation Training Course Description:**

This training program focuses on the various aspects of consecutive interpretation including memory exercises, terminology, note-taking techniques, sight translation exercises, and public speaking to help interpreters develop and refine the skills needed to interpret in various settings in the consecutive mode.

*Please refer to our 382-3 Training and Educational Materials rates on page #[16](#) and [GSA Labor Category Descriptions](#) immediately following SIN descriptions.*

### **SIN 382-5 - SERVICES FOR THE VISUAL AND HEARING IMPAIRED**

#### ***SIN Description***

Services under this SIN enhance the accessibility and availability of the spoken and written word by those who are visually and/or hearing impaired. Sign Language Services include ASL/English, Manually Coded English, Pigeon Signed English (PSE), Contact Sign, International Sign. Other services include Closed Captioning, Voice-Over, Textbook or Audio Script Translation, Website (HTML) and Online Document Translation with typesetting services, Telephone Services (TDD and TTY), Close-Captioning, Deaf Interpreting, Tactile, and Cued English Transliteration. Braille, Text Adaptation, and Section 508 Compliant Language Services are also provided under this SIN. Products may be offered under this SIN that compliment the services outlined to provide a total solution for full accessibility of all forms of communication.

*See our SIN 382-5 service rates and awarded languages beginning on page #[16](#).*



## GSA LABOR CATEGORY DESCRIPTIONS

GSA Labor Category	Education	Exp.	Description
Project Manager	BA/BS	1 yrs.	Project Manager works with internal and external clients to manage the timely flow of all localization project actions from initiation to delivery, ensuring that projects meet quality, turn-around time and budget expectations. Responsibilities are project planning, Project tracking, Vendor Management and Financials.
Translator	H.S./GED	2 yrs.	Converts written material from one or more languages ('source languages') into a target language ensuring that, as far as possible, the translated version is as accurate as the source language text. Understands the general intent and inferences within more sophisticated texts. Applies specialized translation and analysis skills, experience, and background knowledge in the analysis, assessment, translation, and reporting of translated media in accordance with customers requirements.
Interpreter	H.S./GED	2 yrs.	Converts spoken statements from one language to another in various settings. Involves listening to, understanding content, then converting statements into the target language. Interprets accurately and completely and is knowledgeable of subject matter and interpreter protocol. Understands almost all forms and styles of speech pertinent to professional needs as well as general topics and social conversation. Comprehends sociolinguistic and cultural references as well as technical discussions and discourse. Possesses at least 2 years interpreting experience, a minimum of 3+ on the ILR scale or state or federal certification, as well as a security background check.

## **INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES**

GSA provides a streamlined, efficient process for ordering the services you need. GSA has already determined that Lionbridge Global Solutions II meets the technical requirements and that our prices offered are fair and reasonable. Agencies may use written orders; facsimile orders, credit card orders, blanket purchase agreement orders or individual purchase orders under this contract.

If it is determined that your agency needs an outside source to provide Language services, follow these simple steps:

### **Step 1. Develop a Statement of Work (SOW)**

In the SOW, include the following information:

- Work to be performed,
- Location of work,
- Period of performance;
- Deliverable schedule, and
- Special standards and any special requirements, where applicable.

### **Step 2. Select Contractor and Place Order**

- If the order is at or below the micro-purchase threshold, select the contractor best suited for your needs and place the order.
- If the order is exceeding the micro-purchase threshold, but less than the maximum order threshold (MOT), prepare an RFQ;
- If the order is in excess of the MOT, prepare an RFQ. Consider expansion of competition and seek price reductions.

### **Step 3. Prepare a Request for Quote (RFQ)**

- Include the SOW and evaluation criteria;
- Request fixed price, ceiling price, or, if not possible, labor hour or time and materials order;
- If preferred, request a performance plan from contractors and information on past experience; and include information on the basis for selection.
- May be posted on GSA's electronic RFQ system, e-Buy

### **Step 4. Provide RFQ to at least Three Firms**

### **Step 5. Evaluate Offers, Select Best Value Firm, and Place Order**

## **REQUIREMENTS EXCEEDING THE MAXIMUM ORDER THRESHOLD (I-FSS-125)**

In accordance with FAR 8.404, before placing an order that exceeds the maximum order threshold, ordering offices shall:

- Review additional schedule contractors' catalogs/price lists or use the "GSA Advantage!" on-line shopping service;
- Based upon the initial evaluation, generally seek price reductions from the schedule contractor(s) appearing to provide the best value (considering price and other factors); and
- After price reductions have been sought, place the order with the schedule contractor that provides the best value and results in the lowest overall cost alternative (see FAR 8.404(a)). If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

Vendors may:

Offer a new lower price for this requirement (the Price Reduction clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations.)

- Offer the lowest price available under the contract; or
- Decline the order (orders must be returned in accordance with FAR 52.216-19).

A task order that exceeds the maximum order may be placed with the Contractor selected in accordance with FAR 8.404. The order will be placed under the contract.

Sales for orders that exceed the Maximum Order shall be reported in accordance with GSAR 552.238-74.

## BLANKET PURCHASE AGREEMENT (8.405-3)

Ordering activities may establish BPAs under any schedule contract to fill repetitive needs for supplies or services. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPAs and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). In determining how many BPAs to establish, consider:

- The scope and complexity of the requirement(s);
- The need to periodically compare multiple technical approaches or prices;
- The administrative costs of BPAs; and
- The technical qualifications of the schedule contractor(s).

Establishment of a single BPA, or multiple BPAs, shall be made using the same procedures outlined in 8.405-1 or 8.405-2. BPAs shall address the frequency of ordering, invoicing, discounts, requirements (*e.g.* estimated quantities, work to be performed), delivery locations, and time.

When establishing multiple BPAs, the ordering activity shall specify the procedures for placing orders under the BPAs.

Establishment of a multi-agency BPA against a Federal Supply Schedule contract is permitted if the multi-agency BPA identifies the participating agencies and their estimated requirements at the time the BPA is established.

Ordering from BPAs:

Single BPA. If the ordering activity establishes one BPA, authorized users may place the order directly under the established BPA when the need for the supply or service arises.

Multiple BPAs. If the ordering activity establishes multiple BPAs, before placing an order exceeding the micro-purchase threshold, the ordering activity shall:

- Forward the requirement, or statement of work and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures; and
- Evaluate the responses received, make a best value determination (see 8.404(d)), and place the order with the BPA holder that represents the best value.

BPAs for hourly rate services. If the BPA is for hourly rate services, the ordering activity shall develop a statement of work for requirements covered by the BPA. All orders under the BPA shall specify a price for the performance of the tasks identified in the statement of work.

Duration of BPAs. BPAs generally should not exceed five years in length, but may do so to meet program requirements. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA's period of performance.

Review of BPAs:

The ordering activity that established the BPA shall review it at least once a year to determine whether:

- The schedule contract, upon which the BPA was established, is still in effect;
- The BPA still represents the best value (see 8.404(d)); and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The ordering activity shall document the results of its review.

## SERVICE RATES AND AWARDED LANGUAGES

### SIN 382-1 / 382-1RC - TRANSLATION SERVICES - RATES AND AWARDED LANGUAGES

382-1 Translation Services	<u>Out of English</u>	<u>Into English</u>
<b>Translation To / From (per word)</b>		
Arabic	\$0.28	\$0.30
Bulgarian	\$0.21	\$0.23
Chinese S	\$0.14	\$0.15
Chinese T	\$0.21	\$0.23
Czech	\$0.19	\$0.20
Danish	\$0.27	\$0.29
Dutch	\$0.26	\$0.27
Farsi	\$0.30	\$0.32
Finnish	\$0.27	\$0.29
French Can	\$0.18	\$0.19
French Fran	\$0.26	\$0.27
German	\$0.26	\$0.27
Greek	\$0.23	\$0.24
Hebrew	\$0.28	\$0.30
Hungarian	\$0.19	\$0.20
Indonesian	\$0.30	\$0.32
Italian	\$0.20	\$0.22
Japanese	\$0.31	\$0.33
Korean	\$0.21	\$0.23
Norwegian	\$0.28	\$0.30
Polish	\$0.19	\$0.20
Portuguese C	\$0.20	\$0.22
Portuguese B	\$0.15	\$0.16
Romanian	\$0.21	\$0.23
Russian	\$0.19	\$0.20
Slovakian	\$0.21	\$0.23
Slovenian	\$0.21	\$0.23
Spanish LA	\$0.15	\$0.16
Spanish Eur	\$0.20	\$0.21
Swedish	\$0.27	\$0.29
Thai	\$0.21	\$0.23
Turkish	\$0.23	\$0.24
Vietnamese	\$0.30	\$0.32
The above cost structure is based on our standard 3 step TEP process (translation, editing and proofreading) and is based on USD (US Dollars).		

## SERVICE RATES AND AWARDED LANGUAGES (continued)

### SIN 382-1 / 382-1RC - TRANSLATION SERVICES – RATES AND AWARDED LANGUAGES (continued)

	Desktop Publishing & Graphic Services		Transcription Services	
	Tier 1 (per hour)	Tier 2 (per hour)	Tier 1 (per hour)	Tier 2 (per hour)
Arabic		\$68.00		\$40.00
Bulgarian	\$51.00			\$40.00
Chinese S		\$68.00		\$40.00
Chinese T		\$68.00		\$40.00
Czech	\$51.00			\$40.00
Danish	\$51.00			\$40.00
Dutch	\$51.00			\$40.00
Farsi		\$68.00		\$40.00
Finnish	\$51.00			\$40.00
French Can	\$51.00			\$40.00
French Fran	\$51.00			\$40.00
German	\$51.00			\$40.00
Greek	\$51.00			\$40.00
Hebrew		\$68.00		\$40.00
Hungarian	\$51.00			\$40.00
Indonesian		\$68.00		\$40.00
Italian	\$51.00			\$40.00
Japanese		\$68.00		\$40.00
Korean		\$68.00		\$40.00
Norwegian	\$51.00			\$40.00
Polish	\$51.00			\$40.00
Portuguese C	\$51.00			\$40.00
Portuguese B	\$51.00			\$40.00
Romanian	\$51.00			\$40.00
Russian	\$51.00			\$40.00
Slovakian	\$51.00			\$40.00
Slovenian	\$51.00			\$40.00
Spanish LA	\$51.00		\$32.00	
Spanish Eur	\$51.00		\$32.00	
Swedish	\$51.00			\$40.00
Thai		\$68.00		\$40.00
Turkish	\$51.00			\$40.00
Vietnamese		\$68.00		\$40.00

Related Services	
Management, Supervision, File Analysis, and File Processing (per hour)	\$51.00
Project Management (per hour)	\$51.00
Depending on the type and or complexity of project, the Management, Supervision, File Analysis, and File Processing fee and/or Project Management fee may not be applicable.	
Notes	
Note 1: Word counts are based on the source language for "Out of English" work, and on the target language for "Into English" work. If electronic source files are not available from the client, word counts will be approximated. Per-word translation rates assume printed or electronic source material where the original language is clearly legible and the document can be scanned to determine word count.	
Note 2: Management, Supervision, File Analysis, and File Processing are performed by a Project Manager, Supervisor or Technical Engineer, as appropriate. Management and Supervision includes all aspects of overseeing contract performance for project, site, or shift, as applicable, including work assignment, quality control, customer liaison, training and record keeping. File Analysis and File Processing involves converting files, taking converted files and running them against Translation Memory for Word Count, analyzing how much time is needed for file set up, post processing, desktop publishing, and resolving other performance-related questions, as needed.	
Turnaround time	
<ul style="list-style-type: none"> <li>- Standard turnaround time is defined, in business days, as follows:</li> <li>- 72 hours for the first 2,000 words with an additional 24 hours for every 2,000 words more.</li> </ul>	
Rush Fees	
- Rush fees are available at an additional 50% charge.	

## SERVICE RATES AND AWARDED LANGUAGES (continued)

### SIN 382-2 / 382-2RC - INTERPRETATION SERVICES - RATES AND AWARDED LANGUAGES

Court Interpretation: Civil or Criminal Proceedings (Simultaneous or Consecutive)*		Administrative Hearings/Depositions (Consecutive)*		Scheduled Telephone Interpretation (Consecutive)**		Unscheduled Telephone Interpretation (Consecutive)
Tier 1 (Spanish and Creole) (per hour)	Tier 2 (Other than Spanish and Creole) (per hour)	Tier 1 (Spanish and Creole) (per hour)	Tier 2 (Other than Spanish and Creole) (per hour)	Tier 1 (Spanish and Creole) (per hour)	Tier 2 (Other than Spanish and Creole) (per hour)	All Awarded Languages  (per min)
<b>\$74.69</b>	<b>\$93.04</b>	<b>\$74.69</b>	<b>\$93.37</b>	<b>\$71.10</b>	<b>\$93.37</b>	<b>\$1.80</b>

\* Two hour minimum except for (i) simultaneous interpretation services (six hour minimum); (ii) services performed in Metropolitan New York and Northern New Jersey (three hour minimum); and (iii) services performed in California (half day minimum).

\*\* - Telephonic engagements cancelled within 24 hours of the start of the engagement will be billed for one hour at the hourly rate

#### Tier 1 Awarded Languages:

Creole	Spanish
--------	---------

#### Tier 2 Awarded Languages:

Acholi	Baule	Croatian	Fijian	Hakka	Jarai
Adygei	Belize Creole	Czech	Filipino	Harari	Javanese
Afemi	Bengali	Dagomba	Finnish	Hassaniya	Juba (Sudanese Creole)
Afrikaans	Benin	Dahalo	Flemish	Hausa	Kachin
Aguacateco	Berber	Danish	Foo Chow	Hebrew	Kaiping
Akan	Bete	Dari/Farsi-Afgh	French	Hilagoynan	Kannada
Albanian	Bhutanese	Dingara	Fuji/Fujiman	Hindi	Kanuri
Amdo	Bosnian	Dinka	Fukienese	Hmong	Kashmiri
Amharic	Bukusu	Dioula	Fula	Hokkien	Kazakh
Amozquena /Amuzc	Bulgarian	Divehi	Fulani	Hunan	Kekchi
Anlo	Burmese	Djerma (Zarma)	Ga	Hungarian	Kham
Arabic	Byelorussian	Dutch	Gaelic	Ibo	Khmer / Cambodian
Arakanese	Cachiquel	Dyoola	Gbande	Icelandic	Khmu
Aramaic	Cambodian / Khmer	Dzongkha	Georgian	Igbo	Kikuya
Armenian	Cantonese	Edo	German	Ijo/Ijor	Kinyarwanda
Ashanti	Cape Verdian	Efik	Gheg/Albanian	Ikai	Kiribati / Gilbertese
Assyrian	Cebuano	Enping Dialect	Gio-Dan	Ilocano	Kirundi
Attie	Cha-Chao	Estonian	Gisi/Kissi	Ilongo	Kisii from Kenya
Azerbaijani	Chaldean	Etsako	Gola	Indonesian	Kongo / Kikongo
Bajuni	Chechen	Eutian	Gonja	Ingush	Konjobal
Baluchi	Chin	Ewe	Goun	Ishan/Ishaw	Konkani
Bambara	Chinanteco	Falam	Grebo	Istiekiri	Korean
Bandi	Chuj	Fanti	Greek	Italian	Kosovo
Basque	Circassian	Farsi-Afghani	Gujarati	Jacalteco	Kosraean
Bassa	Comorian	Farsi-Iranian / Persian	Hainan	Japanese	Kotokoli

*SIN 382-2 / 382-2RC Language List continues on next page*

## SERVICE RATES AND AWARDED LANGUAGES (continued)

### SIN 382-2 / 382-2RC - INTERPRETATION SERVICES - RATES AND AWARDED LANGUAGES (continued)

#### Tier 2 Awarded Languages (continued):

Kouranko	Maltese	Newari	Rahaween	Sudanese	Tshiluba	Zarma
Kpelle	Mam	Norwegian	Rhade	Susu	Turkish	Zulu
Krahn	Mandarin	Nubian	Romanian	Swahili	Turkmen	
Krio	Mandingo	Nuer	Romany	Swazi	Tuvaluan	
Kru	Mandinka	Nzema	Runyawana	Swedish	Twi	
Kuki	Mandinko	Ogoni	Russian	Szechuan	Tzotzil	
Kurdish	Maninka	Onyanja	Rutoro	Tabassaran	Uighur	
Kyrgyzstani	Marathi	Oriya	Rwanda	Tagalog	Ukranian	
Lahu	Mayan	Oromo	Samoan	Tai-Dam	Urdu	
Lao	Maymay	Palauan	Sarahule	Taiwanese	Urhobo	
Latvian	Mende	Pampangan	Sarpo	Tajiki	Uzbek	
Lebanese Arabic	Mien	Pangasinan	Serbian	Taki Taki	Vai	
Lingala	Mina	Papiamento	Serbo-Croatian	Tamazight (Berber)	Vietnamese	
Lithuanian	Mingrelian	Pocomam	Shanghai	Tamil	Visayan	
Loma	Misquito / Miskito	Pohnepaen	Shina	Tau-Sug	Wali	
Lorma	Mixtec	Polish	Shona	Tchamba	Waray-Waray	
Luganda	Mongolian	Portuguese	Sindhi	Telegu	Wenzhow	
Lugbara	Montenegrin	Poulaar	Sinhalese	Temne	Wobe	
Luo	More/Moshey	Punjabi	Slovak	Thai	Wolof	
Lusoga	Moshi	Pushtu	Slovenian	Tibetan	Xiamen	
Macedonian	Multani	Putian	Somali	Tigrinya / Eritrean	Yapese	
Malagasy	Munukutuba	Quechua	Soninke	Toishan	Yiddish	
Malay	Muong	Quiche	Soto	Tongan	Yoruba	
Malayalam	Nahuatl	Quiche-Achi	Sranan Tongo	Tosk / Albanian	Yucatec Maya	
Malinke	Nepalese	Rabinal Achi	Sri Lankan Tamil	Trukese	Zapoteco	

Note: Sign Language is covered under SIN 382-5. Please see page [16](#) for rates.



## **SERVICE RATES AND AWARDED LANGUAGES (continued)**

### **SIN 382-2 / 382-2RC - INTERPRETATION SERVICES - QUALITY ASSURANCE PROGRAM**

Lionbridge Global Solutions II Interpretation Services has a dedicated Quality Assurance staff that specializes in screening, qualifying, and training our interpreters. The measures that we take in our quality assurance department to ensure our interpreters are highly trained, qualified, and professional interpreters for your agency's interpretation needs are listed below.

#### **Initial Screening**

Through an initial screening, we are able to gather preliminary information such as whether the candidate meets certain minimum requirements including education, legal status, English fluency and information on interpreting experience.

#### **Orientation Packet**

An orientation packet is then sent to the candidate. In this packet, we include a copy of our requirements for interpreters, including expectations of interpreters, relevant customer information, and instructions for interpreters performing assignments with Lionbridge Global Solutions II, as well as other important information such as the Interpreters Code of Professional Ethics, interpreting reminders and general guidelines.

#### **Verification of Interpreter Certification**

Many of our interpreter-candidates are certified interpreters. We require each interpreter to mail a copy of his or her current certification for inclusion in his or her interpreter file.

#### **Testing**

We also test each candidate using the Lionbridge Global Solutions II Interpretation Services interpreter qualification exam. Our test has been found to be statistically valid and reliable by an independent linguistic statistician.

#### **Test Evaluation**

A qualified, tested, and trained Lionbridge Global Solutions II interpreter evaluator evaluates the performance of each interpreter candidate's test results. Each of our test evaluators must successfully complete a comprehensive evaluator-training program to ensure scorer reliability and validity, in addition to several years of practical interpreting experience in the field. The interpreter candidate is rated using a standardized scoring tool and is graded on foreign language proficiency, English language proficiency, and interpreting skills.

#### **Briefing**

Each interpreter is required to participate in a comprehensive one-on-one orientation session with a qualified member of our quality assurance staff. The interpreter briefing covers topics such as interpreter professionalism and the Interpreter's Professional Code of Ethics, dress code, punctuality, proper procedures and protocol. The candidate must also undergo several memory exercises and role-playing activities to ensure they are prepared for the assignment.

#### **Ongoing Performance Improvement (Interpreter Training)**

Lastly, we provide our interpreters with opportunities for ongoing performance improvement through training seminars, regular mailings on interpreter ethics, timelines, and other industry and Lionbridge Global Solutions II - specific reminders. These programs are designed to enhance the specific skill set of our interpreters, while helping them develop new ones. The Judicial Council of California has approved several of our courses for continuing education credits.

## SERVICE RATES AND AWARDED LANGUAGES (continued)

### SIN 382-3 / 382-3RC - TRAINING AND EDUCATIONAL MATERIALS - RATES

<b>SIN 382-3 - Training Services</b>	
Interpreter Testing \$149.63, 45 minutes, 1-5 tests ordered (Minimum # 1 – Maximum # 1)	
	\$137.16, 6-10 tests ordered \$124.69, 11-25 tests ordered \$99.75, 25 + tests ordered
Consecutive and Simultaneous Interpreter Training: 1-Day (Minimum # 10 – Maximum # 35 attendees)	
	\$249.38 per person \$224.44 5-10 students \$199.50 11+ students
Consecutive Interpreter Training: 1-Day (Minimum # 10 – Maximum # 35 attendees)	
	\$249.38 per person \$224.44 5-10 students \$199.50 11+ students

### SIN 382-5 / 382-5RC- SERVICES FOR THE VISUAL AND HEARING IMPAIRED

<b>SIN 382-5 - Services for the Visual and Hearing Impaired</b>
<b>Tier 2 Interpretation Rate (per hour): \$93.37</b>
American Sign Language (ASL)

\* Two hour minimum except for (i) simultaneous interpretation services (six hour minimum); (ii) services performed in Metropolitan New York and Northern New Jersey (three hour minimum); and (iii) services performed in California (half day minimum).